

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

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License #: 2917-14-001

Organization Name: Three Rivers Treatment Center, LLC

Date of Inspection: 10-13-2021

Program Type/Facility Name: 14-001 Three Rivers Treatment Center

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-70. - Compliance with human rights regulations	N	Each provider shall guarantee resident rights as outlined in § 37.2-400 of the Code of Virginia and in the Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Mental Health, Mental Retardation and Substance Abuse Services (12VAC35-115). Human Rights Regulations: 12VAC35-115-50 (B)(2): Dignity "In receiving all services, each individual has the right to be protected from harm including abuse, neglect, and exploitation". "Neglect" means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse. This regulation was NOT MET as evidenced by: • Upon review of CHRIS entry A-20210107, the provider's investigation determined Employee #1 failed to follow the provider's behavior intervention policy and abuse was found. Based on preponderance of evidence, Employee #1 failed to ensure the health and safety of Individual #1.	PR) 11/04/2021 PR1: Employee #1 was terminated from employment at the Facility. On review of the facts and circumstances of the incident, including a review of Employee #1's work record, the Facility offered to re-hire Employee #1, but at a reduction in position, and with the following conditions: 1. Employee #1 will receive weekly counseling, with a licensed clinician outside of the organization. 2. This therapy will focus on stress management and vicarious trauma management and will continue for at least 3 months. 3. During this time, the therapist will give monthly reports to our human resources director detailing progress and immediate reports indicating any concerns. 4. Employee #1 will not be permitted to work more than 5 hours of overtime in any given week until he completes the therapy and is cleared by the clinician to increase his workload. 5. Employee #1 will retake the social learning and de-escalation training within 30 days of his return. 6. Employee #1 will receive documented weekly supervision with the Program or Clinical Director. 7. Employee #1 will meet weekly with HR Director. PR2: The Facility will add additional baseline competency training to the current orientation process. This training will focus on hand on drill-based scenarios designed to evaluate staff competency in behavioral interventions, room searches, emergency response, etc. PR3: The facility training manager will monitor the progress of all employees through both orientation	11/30/2021

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			and any remedial training. Competency must be maintained at a minimum of 80% compliance with procedure or remedial training will be required. Human Resources will audit Employee #1's compliance with his 7-step re-hire program. OLR) Accepted 11/19/2021 OHR Accepted - 11/12/21. Provider to send verification of training, reduction in position and employment conditions.	
12VAC35-46-70. - Compliance with human rights regulations	N	Three Rivers Treatment Center Each provider shall guarantee resident rights as outlined in § 37.2-400 of the Code of Virginia and in the Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Mental Health, Mental Retardation and Substance Abuse Services (12VAC35-115). Human Rights Regulations: 12VAC35-115-50 (B)(2): Dignity "In receiving all services, each individual has the right to be protected from harm including abuse, neglect, and exploitation". "Neglect" means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse. This regulation was NOT MET as evidenced by:	PR) 11/04/2021 PR1: Employee #1 was terminated from employment at the Facility. On review of the facts and circumstances of the incident, including a review of Employee #1's work record, the Facility offered to re-hire Employee #1, but at a reduction in position, and with the following conditions: 1. Employee #1 will receive weekly counseling, with a licensed clinician outside of the organization. 2. This therapy will focus on stress management and vicarious trauma management and will continue for at least 3 months. 3. During this time, the therapist will give monthly reports to our human resources director detailing progress and immediate reports indicating any concerns. 4. Employee #1 will not be permitted to work more than 5 hours of overtime in any given week until he completes the therapy and is cleared by the clinician to increase his workload. 5. Employee #1 will retake the social learning and de-escalation training within 30 days of his return. 6. Employee #1 will receive documented weekly supervision with the Program or Clinical Director.	11/30/2021

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General Comments / Recommendations: Inspection ID: 140 Location: Three River Tx Center Please respond with acceptable corrective action to cheryl.young@dbhds.virginia.gov and tonya.carr@dbhds.virginia.gov by 11/4/2021.				
I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.				
Tonya Carr, Legal Operations Manager		(Signature of Organization Representative)		Date
C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined				